Lafayette
872 Highway 52 Bypass East
Lafayette, TN
615-666-2151
Mon – Fri 8 – 4:30

Westmoreland
5620 Austin Peay Highway
Westmoreland, TN
615-644-6282
Mon – Fri 8 – 4:30

Scottsville
1630 Bowling Green Road
Scottsville, KY
270-622-7500
Mon – Fri 8 – 4:30

www.nctc.com
615-666-2151

Digital TV User Guide

Cooperative
...At Your Service

Lafayette: 615-666-2151
Westmoreland: 615-644-6282
Scottsville: 270-622-7500

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Troubleshooting

Closed Caption Appears to be in a Foreign Language

1. Press the LANG button that is directly underneath the STB button on your remote.

2. This button will toggle between the Closed Caption settings from “CC off,” “CC1,” “CC2,” etc. Continue pressing the LANG button until “CC Off” is displayed.

Troubleshooting

Your Guide is only showing Pay Per View (PPV) channels.

Your Guide will show you certain lists of channels, depending on the mode it's in. You can toggle between these lists by hitting the GUIDE button repeatedly.

- **All** will show you all available channels.
- **Subscribed** will show you all channels you've subscribed to.
- **HD** will show you o only High Definition channels
- **PPV** will show you only Pay Per View channels
- **Favorites** will show you only the channels you've put into your list of favorites.

Your Entone STB is showing a B-51, B-52, or B-53 error.

This doesn't mean that there is a problem with your Entone Set Top Box.

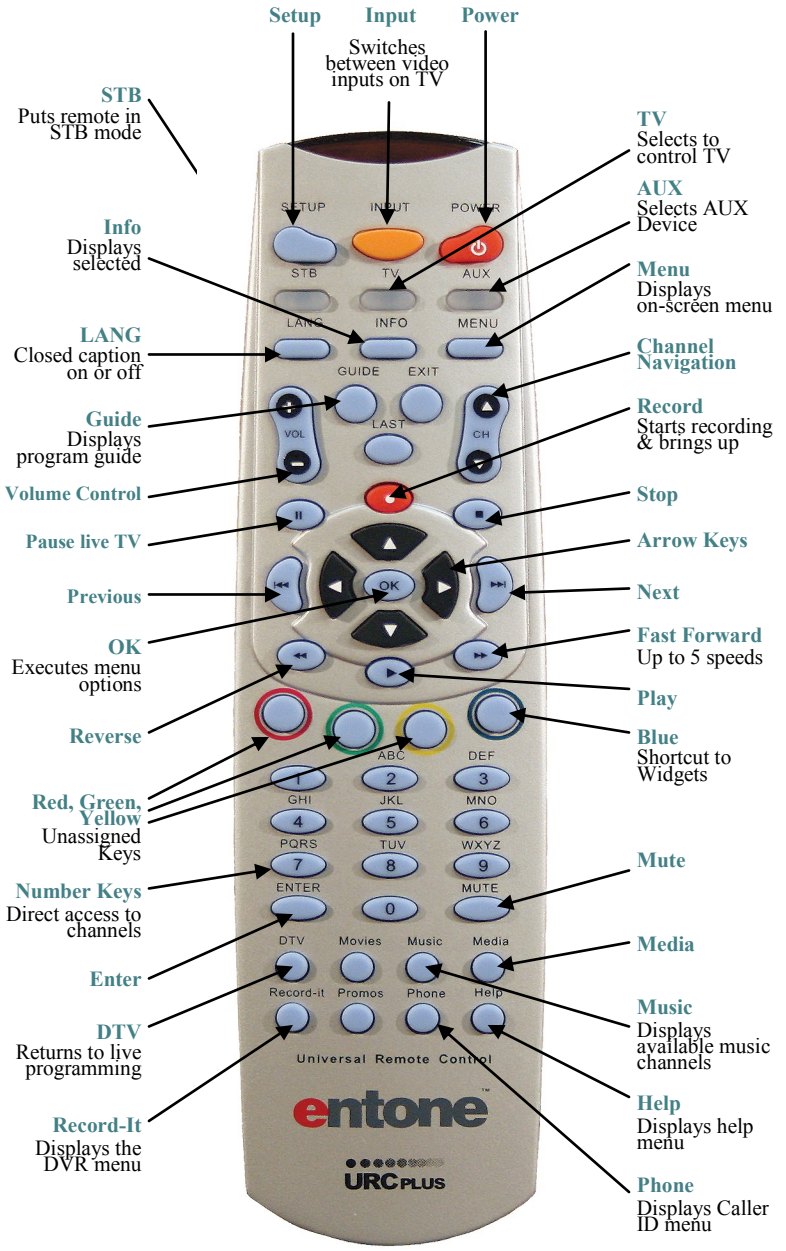
It means that the box cannot get the information it needs—the problem is probably with your DSL modem or Fiber ONT.

Try rebooting your Comtrend DSL modem:

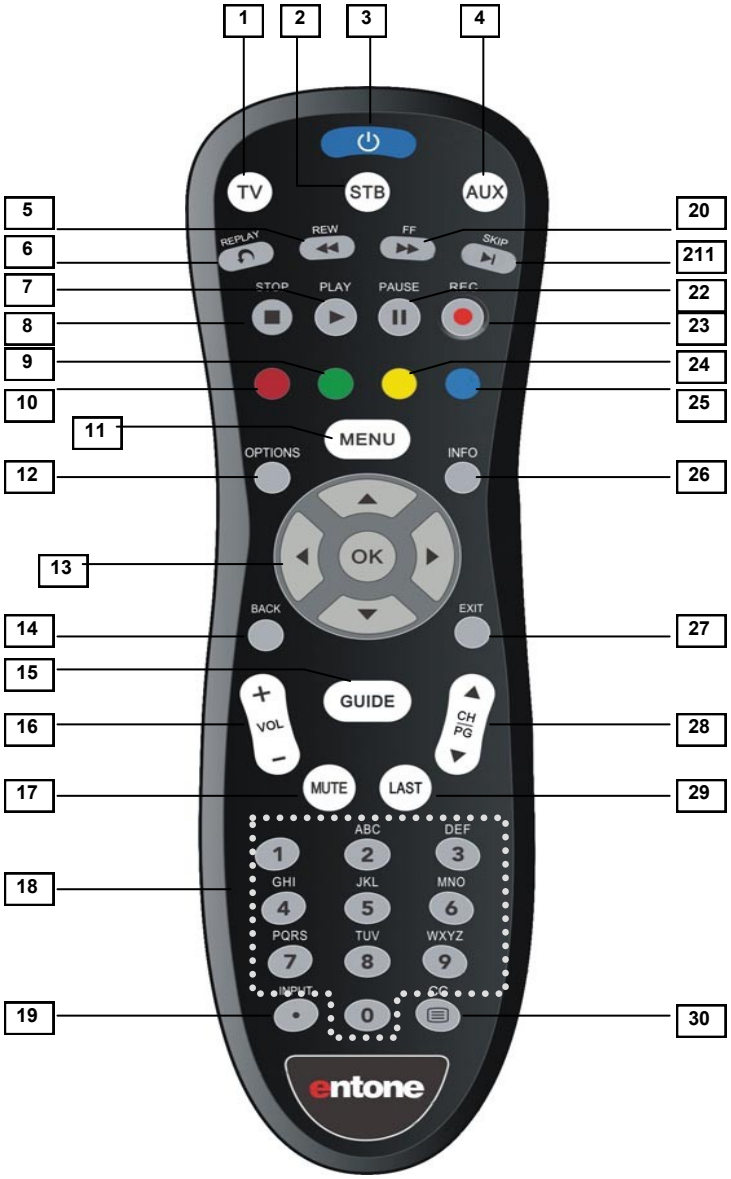
1. Make sure the "ADSL" light on the front is green and steady. If it's blinking or off, unplug the power cord on the modem for 5 seconds and then replug.
2. Once the Comtrend modem reboots, the ADSL light should go to a solid green. See if you have video. If not, power cycle your Set Top Box (directions on page 68).
3. If the ADSL light is still flashing green or is off, make sure the modem is still connected to the wall.

If this doesn't work, or if you have a FIBER ONT connection, call us at 615.666-2155.

Entone Remote Control v3.x



Entone Remote Control v4.x



NOTE: Please refer to your service operator or middleware application for detailed functions and usages.

Troubleshooting

You have no picture and no Guide Menu, or "snow."

1. **Use your TV remote, or press "TV"** on your universal remote.
2. Press "Input."
3. Choose your input.

   *** If you have a newer TV,** you will need to scroll to "HDMI," "Composite," or "Component."

   *** If you have an older TV,** (or the TV is not your 'main' TV), try "TV1," "TV2," etc.

   *Now you will need to switch your TV channel, using the number keys or Channel button.

   ***You will probably be on Channel 10, 23, or 39**. If you are on a different channel, your installer should have told you what it is, and written it on your box or remote.

4. Now press "STB." You should be able to navigate channels normally.

If problem persists, try power cycling your STB (directions on page 68).

The font size for your Guide or Caller ID is too small.

1. Press the MENU button on your remote control. Scroll to the "Settings" menu.
2. Type in your Password (typically 4 digits).
3. Using arrow keys, scroll over and down to the section labeled "Theme." Press the OK button.
4. Using the right arrow key, arrow over the theme labeled "English-SwirlXL" and press OK.
5. Press the SUBMIT button.
6. **The STB will automatically reboot.** Upon rebooting the larger font will be clearly visible in the Guide.

Troubleshooting

Programming a new TV to your Entone Remote

You'll need to do an auto search, so that the remote can find your TV's device code:

1. Power on the TV and press the "**TV"** key on your remote. Press and hold **SETUP** until the device key blinks twice, then release **SETUP**. The **TV** key will light up.
2. Press the **POWER** key once, then aim the remote at your TV.
3. Press either the CHANNEL UP key or the CHANNEL DOWN key begin the auto-scan.
4. While the remote is in scan mode, the **TV** key will be on and will blink every 5 seconds, every time the remote tries another code.
5. If your TV turns off, a working code has been found. **Press "OK" once to lock in the code.** The selected TV key will blink twice.
6. If all the codes are tried and OK is not pressed, the TV key will fast blink 7 times and the remote will leave search mode.

[NOTE: these directions would also apply to programming a VCR, DVD player, cable box, set-top-box and audio device. You would use the **AUX** key in place of the **TV** key in the applicable steps.]

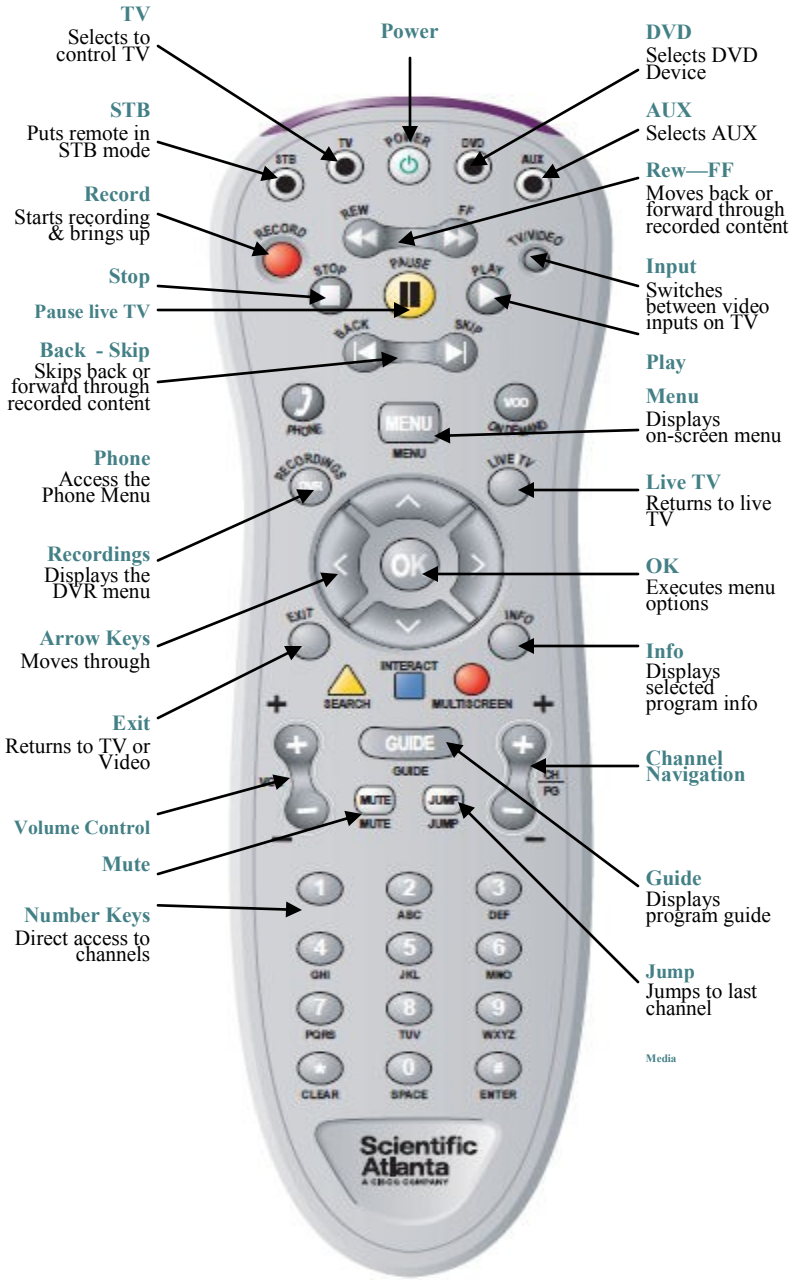
Programming a new TV to your Scientific Atlanta/Cisco Remote

1. Turn TV on.
2. On the remote, press **TV** and hold **OK** at the same time.
3. Release both keys at the same time and the source keys will blink twice.
4. Enter "922", and the **TV** key will blink twice.
5. Point the remote at the **TV** and hold **PLAY**. (The remote will begin searching for the correct code, although be sure to hold down the **PLAY** key)
6. Once the TV turns off, release the **PLAY** key. *Note-If the power button does not work once the TV is off, press the **REW** button until the TV powers on. (Usually press **REW** 1-3 times) Press enter to lock in the TV code .

Entone Remote Control v4.x

Part Name	Description
1. TV	Selects to control TV
2. STB	Puts remote control in STB mode
3. POWER	Switches the power on/off for the currently selected device. Switches STB to power on/standby mode.
4. AUX	Selects to control AUX device.
5. REW	Starts fast reverse for VOD/PVR/live channel
6. REPLAY	Relays the video from earlier position for VOD/DVR.
7. PLAY	Play button for VOD/PVR/live channel.
8. STOP	Stop button for VOD/PVR/live channel.
9. GREEN	Returns to LIVE programming
10. RED	Displays the DVR Menu
11. MENU	Shows the on-screen menu
12. OPTIONS	Usage depending on middleware application
13. ARROW KEYS	Navigates right, left, up, down in the on-screen guide
14. BACK	Back button for on-screen menu (usage depending on middleware application)
15. GUIDE	Shows electronic program guide
16. VOL +/-	Increases or decreases volume of the currently selected device
17. MUTE	Turns the volume of the currently selected device off
18. NUMBER KEYS	Allows direct access to specific channels and menu items
19. INPUT	Changes current A/V input of selected device
20. FF	Starts fast forward for VOD/DVR/live channel
21. SKIP	Skips forward the video for VOD/DVR
22. PAUSE	Pause button for VOD/DVR/Live channel
23. REC	Records live channel
24. YELLOW	Displays Caller ID Menu
25. BLUE	Displays the Video On Demand Menu
26. INFO	Shows on-screen information about the current TV/VOD/DVR program
27. EXIT	Exits the current menu item
28. CH UP/DOWN	Changes channel up or down
29. LAST	Changes channel to the most recently viewed channel
30. CC	Toggles Closed Captioning on or off

Scientific Atlanta



Troubleshooting

Power Cycling Your Set Top Box

If you are experiencing any of the following issues you may need to power cycle your Set Top box:

- You are not hearing sound and the volume is up on your TV.
- The red power light is off on the Set Top box and the Set Top box isn't turned off.
- Guide does not appear.
- "No information" or "channel unavailable" appears for all of the channels.
- The time on the interactive program guide is incorrect.
- Your TV is tiling.
- Black or Green Screen.
- You are able to see Guide data but the picture-in-picture is black.

1. Unplug the Set Top box power cord from the wall outlet or from the back of the box.

2. Wait 60 seconds and reconnect the Set Top box power cord into the wall outlet.

3. The Set Top box will cycle through the entire start-up process and may take up to 5 minutes.

4. When the Set Top box has completed the reboot, your TV will show "Minerva Loading" and will come up with Channel 1, the NCTC Weather Channel.

TV Ratings

TV Parental Guidelines Ratings System

The TV Parental Guidelines ratings provides program ratings, and content ratings to provide a clearer idea of the reason for a program's rating.

Program Ratings

TV-Y-All Children
This program is designed to be appropriate for all children.

TV-Y7-Directed to Older Children
This program is designed for children 7 and above. It may include mild fantasy violence or comedic violence.

TV-G-General Audience
Most parents would find this program suitable for all ages.

TV-PG-Parental Guidance Suggested
This program contains material that parents may find unsuitable for younger children.

TV-14-Parents Strongly Cautioned
This program contains some material that many parents would find unsuitable for children under the age of 14.

TV-Ma-TV Mature Audience Only
This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17.

Content Ratings

Content Ratings are shown just below the program rating.
FV: Fantasy Violence (only applied to TV-Y7)
For those programs where fantasy violence may be more intense or more combative than other programs in this category. The meaning of a content rating increases as the program rating increases.

V: Violence	TV-PG: Moderate: TV-14: Intense; TV-MA: Graphic
S: Sexuality	TV-PG: Some; TV-14: Intense; TV-MA: Explicit
L: Language	TV-PG: Infrequent; TV-14: Strong; TV-MA: Crude
D: Dialogue	TV-PG; Some; TV-14: Intense; TV-MA: Not used

For more information on TV Parental Guidelines Monitoring Board and its rating system, please visit www.tvguidelines.org.

Remote Control Basics

Turn Your Set Top Box or TV On or Off

The device selection buttons tell your remote whether you want to control your set top box or your television.
To Turn your set top box on or off, press the STB button.
Press the Power button on your remote control.
To turn your TV on or off, press the TV button.
Press the Power button on your remote control.

Note: Your remote control must have the remote code programmed in before it can send the correct signals for your TV. If the list of TV brand codes was not included in your installation pack, please contact your service provider.

If pressing Power turned the wrong device on or off, press the Power button again, press the appropriate device selection button (STB or TV) and press Power once more.

Change Channels

The CH button will change channels up or down one at a time.
The ▲▼ Number Pad can be used to directly enter a channel number.
The LAST button will return you to the previous channel you were watching.

Lastly, Guide will display the on screen guide so you can find a program you like. If the program is on now, you tune to the channel showing it. If not, you can set a scheduled event to remind you when it does come on. If your set top box supports DVR, you can schedule a recording for the program.

For more information on Guide, see page 22.
For more information on setting reminders, see page 36.
For more information on recordings, see page 28.

Adjust Volume

The VOL+/- button will adjust the volume gradually.

Remote Control Basics

System Buttons

There are a number of buttons on your remote that display different features of your service.

Menu displays the MenuBar. The MenuBar provides quick access to every feature supported by your service.

For more information about the MenuBar, see page 19.

Info displays the InfoBar, a feature that lets you see info on what you're watching, what's coming on next, and what's on other channels.

For more information on the InfoBar, see page 15.

Guide displays your Guide. Guide allows you to quickly browse through channels and programs, set or clear reminders, and set and clear recordings (if your set top box supports DVR).

For more information on Guide, see page 21.

Exit causes your set top box to exit whatever screen you are seeing and return you to normal TV viewing. If you ever get lost on a screen, it is always safe to press Exit and then start over again.

Movie Ratings

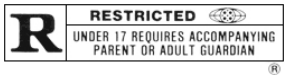
MPAA (Motion Picture Association of America) Rating System

G-General Audience

This is a film which contains nothing which would, in the view of the MPAA Rating Board, be offensive to parents whose younger children view the film.

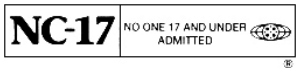
PG-Parental Guidance Suggested

The theme of a PG-rated film may itself call for parental guidance. There may be some profanity in these films. There may be some violence or brief nudity. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use content in a PG-rated film.



R-Restricted

An R-rated film may include hard language, or tough violence, or nudity within sensual scenes, or drug abuse or other elements, or a combination of some of the above, so that parents are counseled to take this advisory rating very seriously.

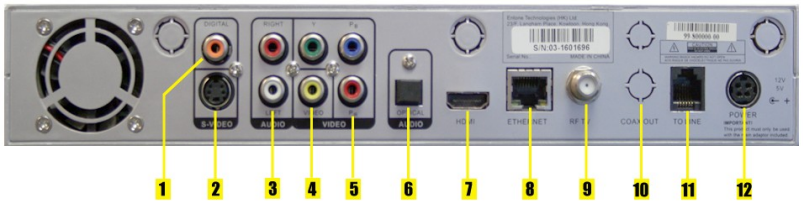


NC-17-No Children 17 or Under

NC-17 does not necessarily mean "obscene or pornographic" in the often accepted or legal meaning of those words. These are legal terms and for courts to decide. The reasons for the application of an NV-17 rating can be violence or sex or aberrational behavior or drug abuse or any other elements which, when present, most parents would consider too strong and therefore off-limits for viewing by their children.

For more information on the MPAA or the MPAA ratings system, please visit www.mpaa.com/movieratings

Set Top Box Connections



Entone Amulet 200 Set Top Box

1 **Digital Audio** - S/PDIF digital coaxial RCA audio output

2 **S-Video** - S-Video output

3 **Audio Left/Right** - Composite audio output

4 **Video** - Composite video output

5 **Y Pb Pr** - Component video output

6 **Optical Audio** - S/PDIF digital optical audio TOSLINK output

7 **HDMI** - HDMI output

8 **Ethernet** - RJ45 plug for connecting to ADSL modem or network access equipment

9 **RF TV** - Type-F connector for RF TV output (factory set to channel 10)

10 **Coax Out** - Type-F connector for HomePNA coaxial output (optional feature)

11 **To Line** - RJ11 plug for connecting HomePNA phone wire output (optional feature)

12 **DC Input** - DC power jack

How To Use This Book

Layout

Instructions are paired with screen shots to illustrate the process and provide confirmation of what you should see on your TV.
On-screen text, such as screen titles, messages and options are shown in **Deep Blue Bold Type.**
Buttons on the remote control are represented by a graphic of that button, or **Red Bold Type** when a graphic cannot be shown.

Icons

Icons may also be displayed based on some settings for a particular program.

Program and Attributes

Standard	Program	Movie
AutoTune	Multi-AutoTune	
Record	Multi-Record	
Reminder	Multi-Reminder	

Closed Captioned Dolby Digital Audio

Secondary Audio Favorite List in Use

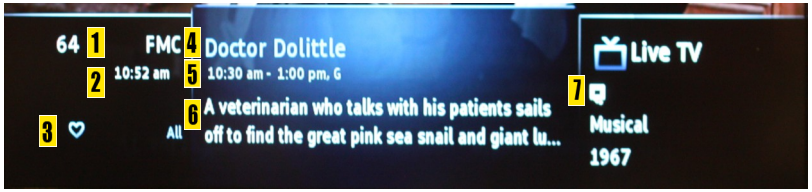
Live TV Pay Per View

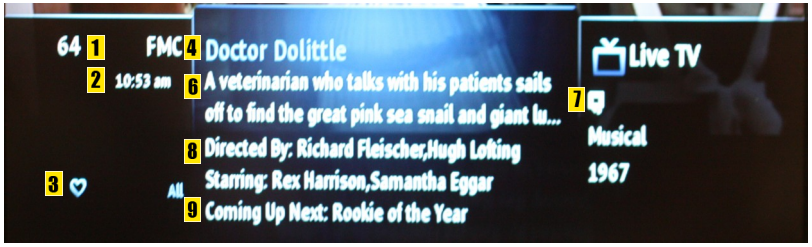
Recording to DVR Playing from DVR

Playing from DVR (program still being recorded)

Blocked by Parental Controls

InfoBar Layout





1 **Channel Name and Number** The name and number of the channel currently listed in the InfoBar.

2 **Current Time**

3 **Favorite List Currently In Use**

4 **Program Name**

5 **Program Start Time, End Time and Rating** Includes original release date in Detailed View.

6 **Program Synopsis**

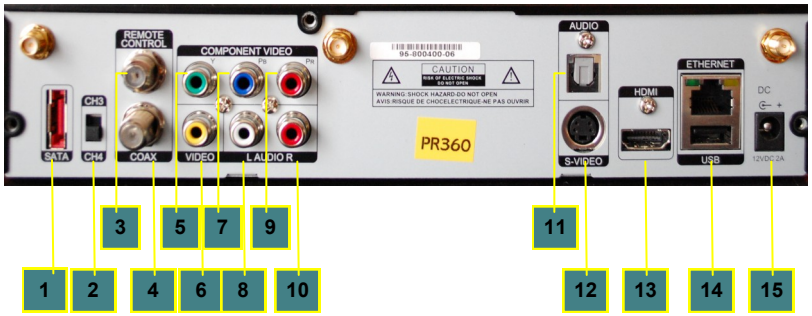
7 **Additional Program Details** This area will indicate details such as if this program is Live TV, Recorded using DVR, or Blocked. If closed captioned, Dolby Digital audio or Secondary Audio Program are available, it will also be shown here. Finally, an HDTV program will be indicated here. To see this info, press info button twice.

8 **Director and Actor Information**

9 **Coming Up Next** The start time and title of the next program to be shown on the channel currently listed in the InfoBar.

Set Top Box Connections

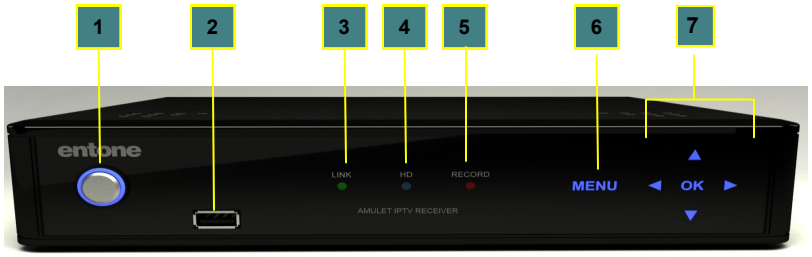
Entone Amulet 300 TV Receiver Back Panel



Name	Description
1. eSATA	Connector for connecting external eSATA harddisk drive
2. CH3/CH4 Switch	Switch for toggling the RF TV default channel (either channel 3 or channel 4)
3. REMOTE CONTROL	RF Type-F connector for connecting the RF remote control antenna (optional)
4. COAX	F Connector (Male) to TV coaxial connector or home coaxial network
5. VIDEO Y	Component Y output
6. VIDEO	Composite video output
7. VIDEO Pb	Component Pb output
8. AUDIO L	Composite audio output (left channel)
9. VIDEO Pr	Video Pr output
10. AUDIO R	Composite audio output (right channel)
11. DIGITAL AUDIO	S-/PDIF digital optical audio TOSLINK output
12. S-VIDEO	S-Video output
13. HDMI	HDMI output
14. USB 2.0	USB 2.0 port
15. DC	DC power jack

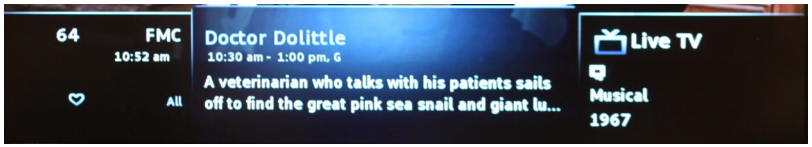
Set Top Box Connections

Entone Amulet 300 TV Receiver Front Panel



Name	Description
1. POWER	If held for less than 5 seconds, turns the Amulet 300 On/ OFF. Lights blue when the receiver is turned on. If held for longer than 5 seconds, the Amulet 300 will be restarted.
2. USB	USB 2.0 Port
3. LINK Indicator	Green when Ethernet connection is active
4. HD Indicator	Blue when the output resolution is HD (720p or higher)
5. RECORD Indicator	Red when DVR (Digital Video Recording) is recording)
6. MENU	Display the User Menu
7 Arrow Keys and OK Button	OK Button for triggering remote registration mode Other usage according to middleware

The InfoBar



Introducing The InfoBar

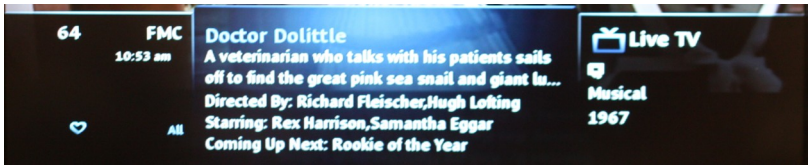
The InfoBar is a quick way of finding information about the show you are watching, as well as what comes on later and what is on other channels.

Go To The InfoBar

There are 3 ways to make the basic InfoBar appear.

1. Press Info on your remote control.
2. Press the up or down direction buttons on your remote control.
3. The basic InfoBar will also appear anytime you change channels.

Once the InfoBar is up, press Info again to display the detailed InfoBar. This adds information on stars, directors and what's next for the channel listed.



For more information on the layout of the basic and detailed InfoBar, see page 13, "InfoBar Layout".

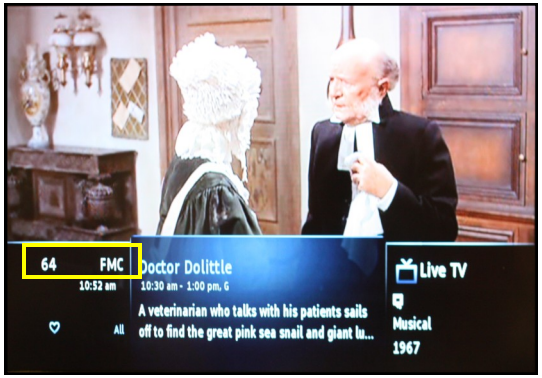
Using The InfoBar

Step 1: Go To The InfoBar

Press **Info**, the **up or down direction buttons**, or change channels.

The InfoBar

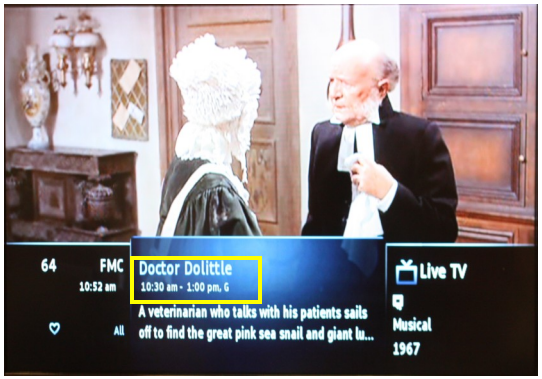
Step 2a: See What's On Other Channels


64 FMC
10:52 am
Doctor Dolittle
10:30 am - 1:00 pm, G
A veterinarian who talks with his patients sails off to find the great pink sea snail and giant lu...
All
Live TV
Musical
1967

Press the **up or down direction buttons** to scroll the InfoBar through what is showing on other channels without actually changing channels.

If you find something you would rather watch on another channel, press **OK** to tune to that channel.

Step 2b: See What's on Later


64 FMC
10:52 am
Doctor Dolittle
10:30 am - 1:00 pm, G
A veterinarian who talks with his patients sails off to find the great pink sea snail and giant lu...
All
Live TV
Musical
1967

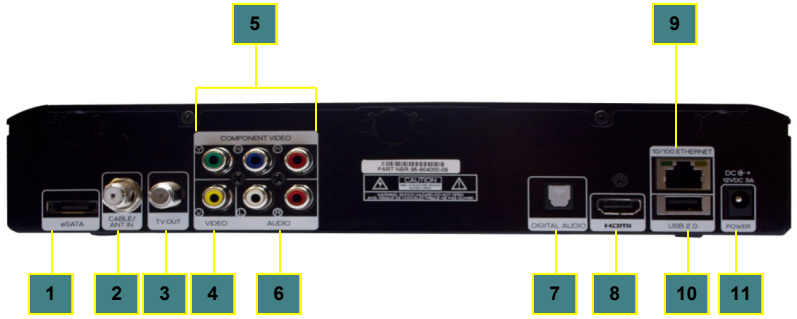
Press the **right direction button** to scroll ahead to upcoming programs for the channel listed on the InfoBar.

Press the **left direction button** to scroll back towards the current program for the channel listed on the InfoBar.

Note: You can combine steps 2a and 2b to see what comes on later on another channel if you like. However, if you plan to do a lot of browsing for programs on other channels or that are coming on later, it is easier to use the Guide. For more information on Guide, see page 18.

Set Top Box Connections

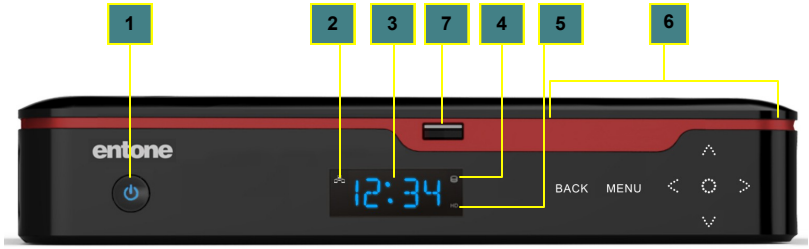
Entone Amulet 400 TV Receiver Back Panel



Name	Description
1. eSATA	External Serial ATA Connector (May supports future upgrades)
2. CABLE/ANT IN	For Clear QAM Cable TV Source and ATSC Antenna
3. TV OUT	Connection to RF TV Output
4. VIDEO	Composite Video (Supports SD Video)
5. COMPONENT VIDEO	Component Video Output (Y, Pb, Pr) (Supports HD Video)
6. AUDIO	Stereo Audio Output (Left/Right)
7. DIGITAL AUDIO	Digital Audio Output - Optical Connection (Supports 5.1 Surround Sound)
8. HMDI	HDMI Output (Supports HD Video and Multi-Channel Audio)
9. 10/100 ETHERNET	Ethernet Port
10. USB 2.0	USB Connector
11. POWER IN	Power connection to AC Adapter

Set Top Box Connections

Entone Amulet 400 TV Receiver Front Panel



Name	Function	Description
1. POWER	Button	**Solid Blue** indicates unit is on **Solid Red** indicates unit is in standby mode **Flashing Blue** indicates unit is starting up **Press button** once to put unit in standby mode, press again to resume **To restart** the device, press and hold for at least 5 seconds or longer
2. LINK	Status LED	Blue dot indicates that Ethernet or Wi-FI network connection is active
3. CLOCK	4-Digit Clock	Clock displays current time, may not display time during restart process
4. RECORD	Status LED	Blue dot indicates a TV program is currently recording
5. HD	Status LED	Blue dot indicates current program is playing in HD (72p or higher) resolution
6. 7-way Navigation+ MENU	Capacitive Touch Panel	Use Back, Menu, OK and Directional buttons to help with navigating the user interface without a remote control
7. USB 2.0	USB 2.0 Connector	To connect USB devices such as USB Flash Drive, External USB Hard Drive

The InfoBar

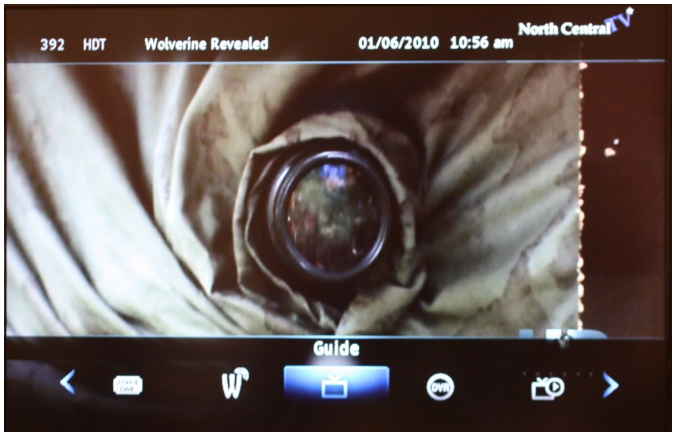
Press **OK** to display options to set a reminder, auto tune or recording (if your set top box supports DVR). For more information on setting reminders, auto tunes and recordings, see page 30.

Exit The InfoBar

The InfoBar will go away on its own after a few seconds of inactivity, or Press **EXIT** on your remote control.

If you are in the detailed InfoBar, you can press **INFO** once more to exit the InfoBar.

The Menu Bar



Introducing The MenuBar

The scrolling MenuBar is a quick and easy way to access any feature of your service.

Go To The MenuBar To display MenuBar, press Menu on your remote

Guide

Guide will bring up the program guide. For information on Guide, see page 18.

DVR

DVR provides access to programs recorded using DVR, as well as reviewing recordings you have scheduled, create a scheduled recording event, review the history of what you have recorded recently, or delete your recording history. For information on DVR, see page 25.

Rentals

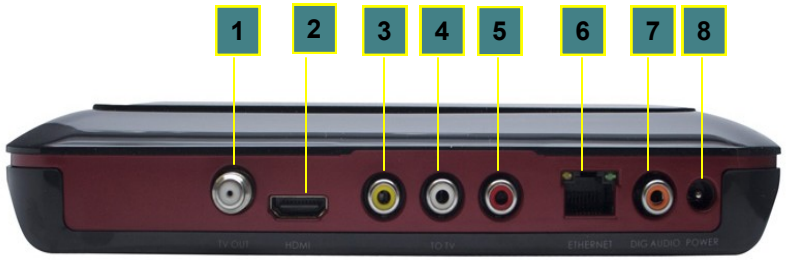
Rentals provides access to the vast library of Video on Demand (VOD) Provided by North Central Telephone Cooperative.

My Library

My Library provides quick access to Reminders you have scheduled, Messages from your service provider, and the Caller ID history. For more information on My Library, see page 33.

Set Top Box Connections

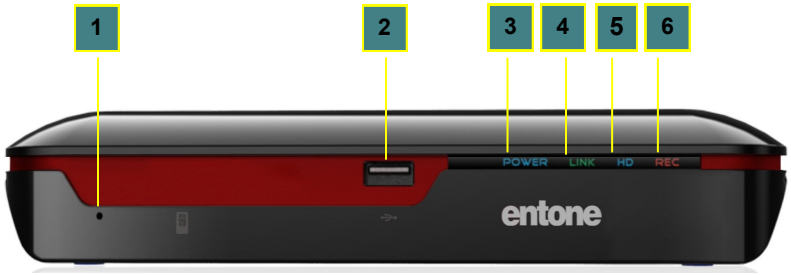
Kamai TV Receiver Back Panel



Part Name	Description
1. CBL/ANT IN	Cable/Antenna IN:IE C/F connector to cable/antenna source (tuner is optional item)
2. TV OUT	F Connector (Male) to TV coaxial connector or home coaxial network
3. HDMI	HDMI output
4. VIDEO	Composite video output
5. AUDIO	Stereo Audio output
6. ETHERNET	RJ45 plug for connecting to ADSL modem or network access equipment
7. DIG AUDIO	Digital Audio: S/PDIF digital audio output
8. DC	DC power jack

Set Top Box Connections

Kamai TV Receiver Front Panel



Part Name	Description
1. Factory Reset	Reset the device factory settings with a thin metal probe
2. USB	USB 2.0 port (max 500mA load)
3. POWER Indicator	Blue when Kamai is powered on
4. LINK Indicator	Green when Ethernet connection is active
5. HD Indicator	Blue when the video resolution is HD (720p or higher)
6. REC Indicator	Red when DVR (Digital Video Recording) is recording

The Menu Bar

Parental Controls

Parental Controls allows you to temporarily disable or enable all parental controls. This only appears once Parental Controls have been set. For information on Parental Controls, see page 36.

Note: Parental Controls will not appear until you have created parental control settings.

Settings

Settings offers access to creating parental controls and setting blocked channels, determining how things appear on screen, creating sub user accounts, reviewing packages offered by your service provider, and reviewing your billing information. For more information on Settings, see page 38.

Favorites

Favorites allows you to choose, edit, create or delete a favorite channel list. For more information on Favorites, see page 49.

Search

Search allows you to search program listings by title. For more information on Search, see page 52.

E-Mail

Email allows you to check messages and mail.

Web

Web allows you to access to the web and internet.

PPV

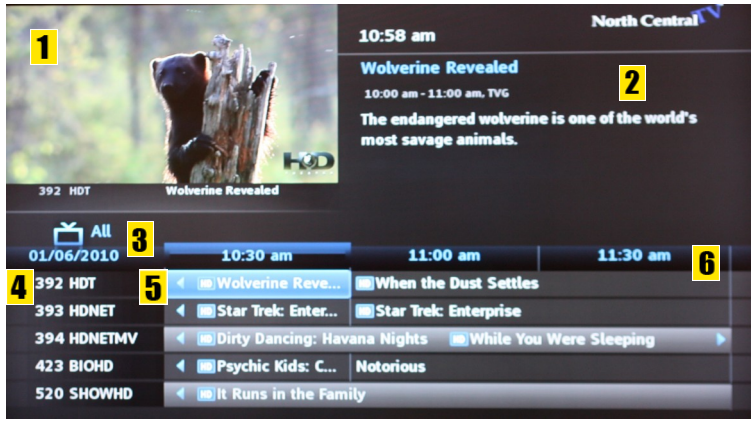
PPV allows you to access the choices of pay per view events available from your service provider.

Widgets

Widgets allow you to access additional information like News Stories, Local Weather, Sports Information and Stock Prices, etc.

Note: You must accept the terms of use to be able to view widgets.

Guide Layout



1 Picture-in-Picture Allows you to watch TV while you are in Guide.

2 Info Area Provides information about the currently highlighted program, including start and end time, rating and a description. Below that is the current time and icons indicating closed captioned, Dolby Digital audio, or other particulars as applicable.

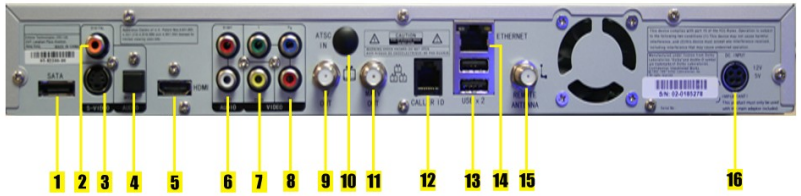
3 Favorite List Indicates the favorite list currently in use. When you switch users, Guide's channel lineup will change to reflect that user's preferences.

4 Program Listings Shows channel number and abbreviation (currently tuned channel shows a right arrow), and program listings for each channel. Program listings may include icons to indicate a setting or feature for a particular program.

5 Highlight Indicates what program listing is currently in focus.

6 Listing Date/Time Shows the date and time (divided into 30 minute increments) for the program currently shown in Guide.

Set Top Box Connections



Entone Hydra Set Top Box

1 **SATA**—eSATA port is for connecting to external SATA hard drive for DVR and PLTV

2 **Digital Audio** - S/PDIF digital coaxial RCA audio output for decoder 1

3 **S-Video** - S-Video output for decoder 1

4 **Optical Audio** - S/PDIF digital optical audio TOSLINK output for decoder 1

5 **HDMI** - HDMI output for decoder 1

6 **Audio Left/Right**– Composite audio output for decoder 1

7 **Video** - Composite video output for decoder 1

8 **Y Pb Pr** - Component video output for decoder 1

9 **TV Out** - RF Type-F connector for decoder 1 (factory set to channel 10)

10 **ATSC IN** - Optional RF Type-F connector for ATSC coaxial input

11 **MATV Out** - RF Type-F connector for decoder 1,2 and 3 (factory set to channel 10, 23 and 39)

12 **Caller ID** - Do not use

13 **USBx2** - Do not use

14 **Ethernet** - RJ45 plug for connecting to ADSL modem or network access equipment

15 **Remote Antenna** - RF Type-F connector for connecting the RF remote control antenna

16 **DC Input** - DC power jack

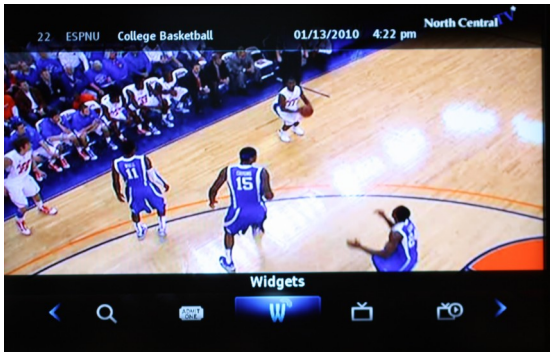
Widgets

Introducing Widgets

Widgets allow you to access additional information like News Stories, Local Weather, Sports Information and Stock Prices, etc.

Go To Widgets

Press **Menu** and highlight **Widgets**, then press **OK.**



Note: You must accept the terms of use to be able to view widgets.

Guide

Introducing Guide

Guide is the place to quickly find out what's on now and what's playing later. You can set reminders or recordings for upcoming programs in Guide.

Go To Guide

There are two ways to go to Guide.
Press Guide, or
Press Menu, highlight Guide, and press OK.

Parts of Guide

A diagram of the Guide screen is shown on page 18, "Guide Layout".

Getting Around Guide

To navigate Guide…
Press the direction buttons to move the highlight.
Jump to a channel by entering the channel with the Number Pad (0-9)
Press ▲▼ to scroll up and down the current page.
Press OK to choose the program you have highlighted. If it is on now, Guide will tune you to the channel.
Press OK or Exit to leave the Guide.
If the program comes on later, you can set a reminder, auto tune or recording (if your set top box supports DVR). These are known as Scheduled Events.

HDTV Programming

Programs available in HDTV will appear in Guide with a bright blue HD icon next to the name of the program. In order to watch HD programming, you will need an HDTV-capable set top box and television, and will need to subscribe to an HD channel package. Please contact your service provider for more information.

Introducing Scheduled Events

Scheduled Event is the name for any setting you create that causes the system to remind you about a program or record a program automatically. There are three Scheduled Events: Reminders, Auto Tunes and Recordings.

Guide

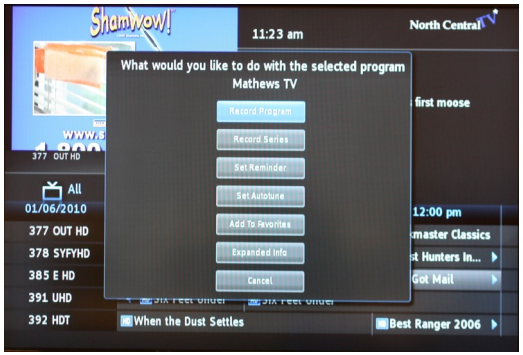
A *Reminder* tells the system you want it to let you know a program is about to come on.

An *Auto Tune* will automatically change to the correct channel when the program is about to start.

A *Recording* will automatically record the program using DVR.

Note: Your set top box must support DVR.

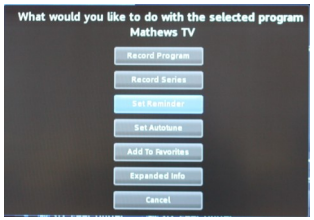
Set a Reminder, Auto Tune or Recording



Step 1: Pick a Program

Find the program you don't want to miss. Highlight the program listing and press **OK**.

Note: If you are setting a recording, you can highlight the program listing and press **Record** instead of **OK**, then skip steps 2 & 3.



Step 2: Set a Reminder, Auto Tune or Record

Highlight:

Record Program or

Set Reminder or

Set Auto Tune and press OK. You will then be returned to Guide.

NOTE: The Record Program option will not be available unless you subscribe to DVR and your set top box supports DVR services.

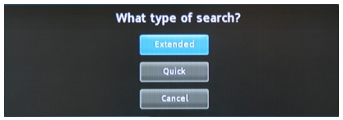
Step 3: Return to Guide

Reminder set **Auto Tune set** **Recording set**

Search

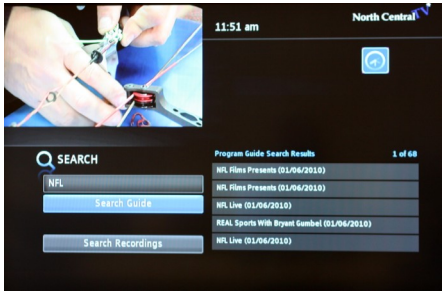
Note: It is best to enter as little as possible when searching. Usually the first 3 or 4 letters in the name will be enough to find what you want.

Step 2: Length Of Search



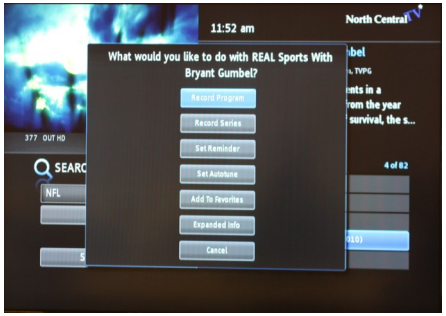
Highlight Extended to search a scheduled program within the next 5 days. Highlight Quick to search a scheduled event currently airing.

Step 3: Search



Highlight Search Guide and press **OK** to have the system start searching for all programs that match your search criteria.

Step 4: Pick A Result



You can now highlight any program or rental listing and press **OK** to…
Watch it if it is on now; set a reminder; auto tune or recording if it comes on later; Add or remove the channel airing it to a favorites list; Purchase a pay per view or rental.

Search

Introducing Search

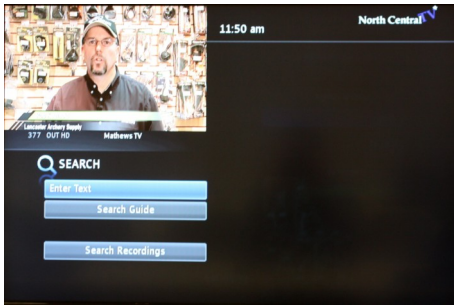
Search allows you to enter the name or partial name of a program or video you are looking for and have your service find any program matching the text you enter.

Go To Search

Press **Menu** and highlight **Search**, then press **OK.**

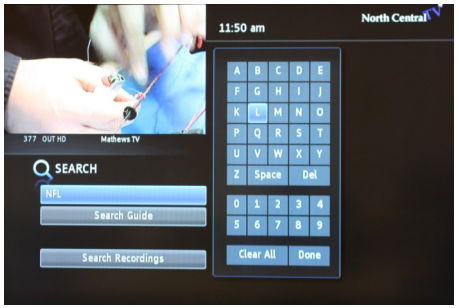
Search For A Program

Step 1: Enter The Program Title



The highlight will be on the **Enter Text** text box when the search screen appears.

Press **OK** and a keyboard will appear to the right of the screen.

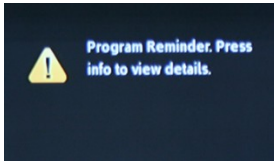


Highlight each letter in the name of the program you want to find, and press **OK** on each. Each time you press **OK** you will see that later added to the text box.

If you enter a wrong letter, highlight **Del** and press **OK** to go back one space. If you need to start over, highlight **Clear All** and press **OK**. Once you have entered as much of the program name as you feel necessary, highlight **Done** and press **OK.**

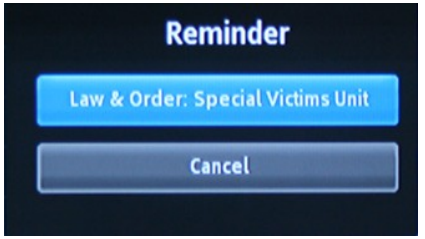
Guide

Step 4a: Your Reminder

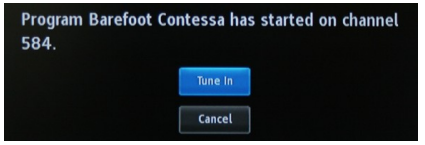


A few minutes before your program comes on, a box will appear on your screen telling you that you have a reminder.

Press **INFO** to display the reminder.



Highlight the button showing the program name and press **OK** to tune to that program, or highlight Cancel and press **OK** to ignore the reminder.



Step 4b: Your AutoTune

Just before the program begins, a message will pop up, giving you the option to tune in or cancel. You can choose either option, or just wait, the pop up will go away and the system will tune you to the correct channel.

Step 4c: Your Recording

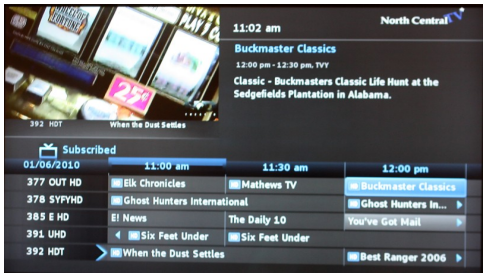
If you have set a recording, you don't need to do anything else.

Once your program begins, your set top box will begin recording it for you. When you are ready to watch your recording, you will need to go to My Library. For more information on the My Library, see page 35.

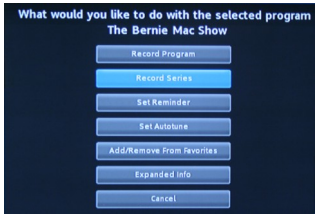
Guide

Set a Multi-Reminder, Multi-Auto Tune or Multi-Recording

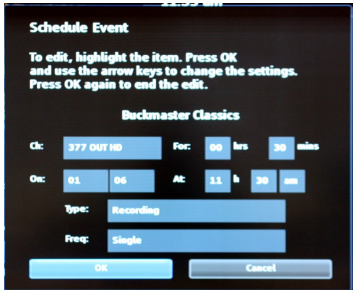
A scheduled event that repeats is a "multi-" event.
For example, if you always watch "Law & Order" every week at 7:00 PM and want to be reminded each time it comes on, create a multi-reminder.



Step 1: Pick a Program
Find the program you don't want to miss. Highlight the program listing and press OK.



Step 2: Set the Recording
Highlight Set Recording and press OK.



The Scheduled Events screen lists all the information about the start and end time, date and the correct channel for your program. If anything is not correct, highlight the incorrect item and press OK. Then use the up and down direction buttons to enter the correct information and press OK.

Information about **Type:** and **Freq:** is on the following page.

Favorites

Step 2: Pick An Action
Highlight **Add** (if this channel is not on any favorites list), **Remove** (if this channel is on every favorite list), or **Add/Remove** (if channel is on some of favorite lists and not on others) and press **OK.**

Step 3: Select An Action
Highlight **Add** to add the channel, **Remove** to remove the channel or **Cancel** if you want to cancel this action, and press **OK.**

Step 4: Pick A Favorite List
Highlight the favorites list to which you want to add or remove the current channel and press **OK.**

Note: You will not be shown any favorite list which already includes this channel if adding, or which does not include this channel if removing.

Add or Remove a Single Channel To Favorite from other screens

You can use this same process to add or remove a channel to a favorites list from Guide, My Library/VOD, or Search.

OK to clear out the default name. Now highlight each letter you want in the new name and press **OK**. Once you have entered the name you want for this favorites list, highlight **Done** and press **OK.**

Step 3: Choose Your Favorite Channels

Highlight a channel you want to add to or remove from your favorites list and press **OK**. A channel included in the favorites ♡ list shows a heart icon to the right of the channel info. To go to the next screen of channel entries, keep pressing the **down arrow button.**

To save your favorites list, highlight the **Update** button at the bottom right of your screen and press **OK.**

To cancel your favorite list without saving it, highlight the **Cancel** button at the bottom right of your screen and press **OK.**

Delete A Favorites List

Step 1: Select Delete

Follow the steps above in "Go To Favorites", then highlight **Delete** and press **OK.**

Step 2: Select The favorites List to Delete

Highlight the favorites list you want to delete and press **OK.** You will be prompted to confirm the Favorites List to Delete. Select and press yes to Delete or no to Cancel.

Add or Remove a Single Channel To Favorites While Watching TV

Step 1: Pick A Channel

Tune to the channel you want to add or remove from a favorites list and press **OK**.

Step 3: Set the Event

Highlight the box next to **Type:** and press OK. The highlight will become **up and down arrows**. Press the up and down direction buttons until you see the event type you want (Recording, Autotune, Reminder), then press OK.

NOTE: The Set Recording option will not be available unless you subscribe to DVR and your set top box supports DVR service.

Step 4: Set Event Frequency

Highlight the box next to **Freq:** and press **OK**. The highlight will become **up and down arrows**. Press **up and down** until you see the frequency you want (Single, Every M-F, Weekly), then press **OK**.

Step 5: Return to Guide

Once you have set the event frequency, highlight OK on the Schedule Even screen and press OK. You will be returned to Guide.

The program listing now shows an icon next to the program's name.

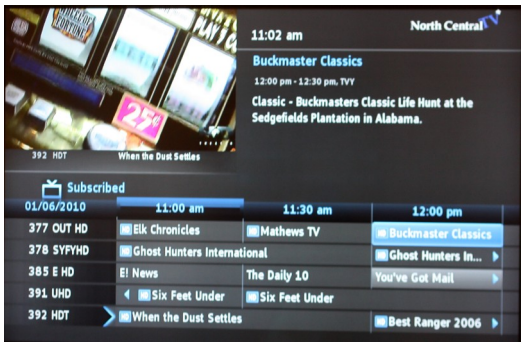
Multi-Reminder set Multi-Auto Tune set

Multi-Recording set

Your multi-event will recur as scheduled until you cancel it.

Cancel An Auto Tune, Reminder or Recording

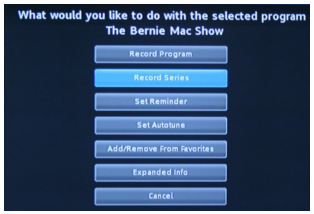
You can cancel any scheduled event you have previously set directly from the Guide.



Step 1: Pick the Program

Highlight the program with the scheduled event you want to cancel and press **OK**.

Step 2: Cancel the Scheduled Event



Depending on the type of even you are cancelling, your option will be

Cancel Auto Tune or

Cancel Reminder or

Cancel Recording

Highlight that option and press **OK**.

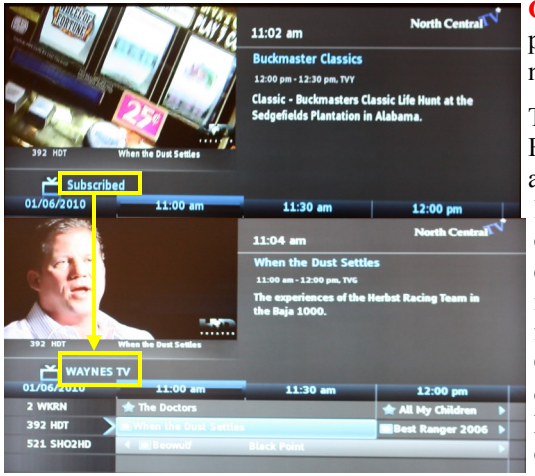
NOTE: Only the cancel option for the type of event you are cancelling will appear.

Step 3: Return to Guide

After you press **OK**, you will be returned to Guide. The program listing will no longer display the event icon. For more information on cancelling events, see My Library page 36.

Guide and Favorite Lists

While in Guide, you can cycle through your Favorites lists by pressing **Guide** repeatedly. Each press will activate the next Favorites list.



The name of the active Favorites list is shown above channel number listing on the guide. This causes the Guide to only display the channels included on that favorites list. Pressing Guide once you have cycled through all Favorites lists will exit Guide.

Introducing Favorites

Favorites allows you to create, edit, choose or delete a list of your favorite channels. You can have multiple favorites lists depending on how you want to use them.

Go To Favorites

Press **Menu** and highlight **Favorites**, then press **OK**.
You will be presented with a screen with options to choose, edit, create or delete a favorites list, or cancel.

Choose A Favorite List

There are two ways to choose a favorites list:

Favorites From The MenuBar

Follow the steps in "Go To Favorites", then highlight **Choose** and press **OK**. Then highlight the favorites list you want and press **OK**.

Favorites From Guide

While in Guide, you can cycle through your favorites lists by pressing **Guide**. Pressing **Guide** once you have cycled through all favorites lists will exit Guide.

Create or Edit A Favorites List

Step 1: Create or Edit

Follow the steps above in "Go To Favorites", highlight **Create** or **Edit**, and press **OK**.

Step 2: Name your Favorites List

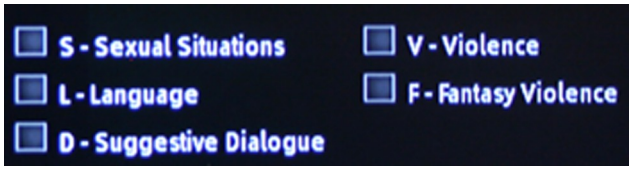
You will see the Favorites create/edit screen. This screen displays every channel offered.

The **Name:** box is already highlighted. Press **OK** to use the on-screen keyboard to change the name for your favorites list. First, highlight **Clear All** and press

Settings

Use the **arrow buttons** to display **TV-Y, TV-Y7, TV-G, TV-PG, TV-14, or TV-MA**, then press **OK.**

Content Rating



Content Rating determines the type of content that will be blocked.

S-Sexual, L-Language, FV-Fantasy Violence, V-Violence, and D-Dialogue.

To block a particular type of content, highlight the check box to the right of that content item and press **OK.**

Save Your Parental Control Settings

Once you have changed any Parental Control Settings, highlight the **Submit** button and press **OK.**

If you want to discard your changes, highlight **Cancel** and press **OK.**

DVR

Introducing DVR

DVR, or Digital Video Recording, allows you to record programs digitally without the need for tapes or discs, as well as pause live TV.
NOTE: Your set top box must support DVR service to use these features. IF it does not, please contact your service provider.

Quick Record With DVR

The fastest and easiest way to begin recording using DVR is to use the Record Button on your remote control.

Step 1: Start Recording

While watching a program, press Record. Your set top box will immediately begin recording (a red light will appear on STB), and the InfoBar will appear shortly. Return to the Guide and a red dot will appear next to the program you are recording.

You can also start a quick record from the Guide. Highlight a program you want to record using the direction buttons and press Record.

If the program is currently on, recording will begin immediately. If the program comes on in the future, a recording event is scheduled and your set top box will record the program for you automatically.

DVR

Pause Live TV (PLT)

DVR also allows you to pause live TV (PLT), meaning a program that you are already watching. This can allow you to walk away from your TV and then return without missing anything. Additionally, you can fast forward from the point where you paused to the point where you catch up with live TV, or rewind to the time when you changed to the current channel (this is also limited to within the last 4 hours).

The PLT Playback Controller appears whenever you pause, rewind or fast forward live TV.
The center area displays a blue bar to indicate the amount of TV you can rewind or fast forward through. The blue arrows show where you are within that range.

The far left box indicates the current playback speed, pause, or fast forward action.

The far right box indicates the current time.

Controlling DVR and Live TV

While watching a recorded program or live TV, you can use the Playback Control buttons to pause, rewind, fast-forward or stop playback.
Press PAUSE to halt playback at the current point.

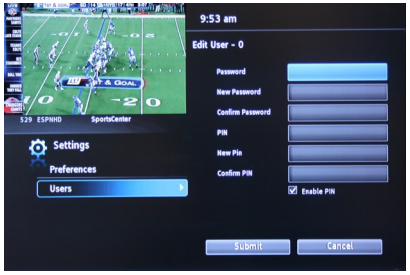
Press Rewind or Fast Forward to reverse or advance playback from the current point. Each time you press Rewind, the rewind speed accelerates from 2x-15x-50x-300x (normal Play speed is 1x)

Press Play to resume watching at normal speed.

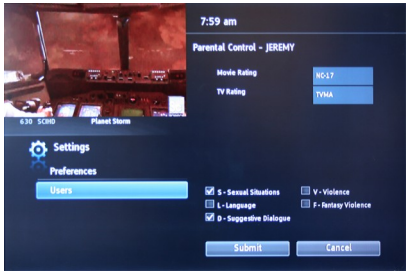
Press Stop to exit playback of the program.

Settings

Edit Master User Account



The Edit User screen for the Master Account is somewhat different. You can only change the password and PIN. You must also enter the old password and PIN in the **Password** and **PIN** boxes.
Note: The master account is the first account listed on the **Users** screen and is shown in yellow not white.



User Account Parental Controls

To edit parental controls for a user account, highlight the user account and press **OK**, then highlight the **Parental Control** button and press **OK**.

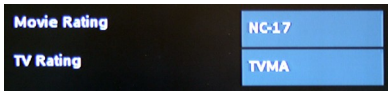
Movie Rating

Movie Rating determines the highest rating for movies that will not be blocked. To set Movie Rating, highlight the option box next to **Movie Rating** and press **OK**.

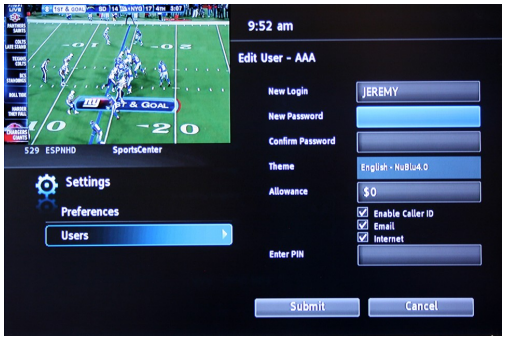
Use the **arrow button** to display **G, PG, PG-13, R, NC-17, or AO**, then press **OK**.

TV Rating

TV Rating determines the highest rating for television that will not be blocked. To set TV Rating, highlight the option box next to **TV Rating** and press **OK**.



Settings



Highlight **New Password** to enter the password for the new account. Use the keypad on your remote to enter the password.

Highlight **Confirm Password** to re-enter the password for the new account. Use the keypad on your remote to enter new password.

To set the Theme for this account, highlight the option box next to **Theme** and press **OK**. Then press the **right or left arrow button** to display **Default** or one of the other available themes, then press **OK.**

Highlight **Allowance $** to change the limit to the amount of pay per view that can be purchased per month for the new account. Use the keypad on your remote to enter the new purchase limit.

Highlight **Enter PIN** to change the PIN used to purchase pay per view and press **OK.** Use your keypad on your remote control to enter the PIN.

Highlight the **Enable Caller ID** check box and press **OK** to enable or disable Caller ID alerts to appear on screen. Once you have entered the changes for this account, highlight **Submit** and press **OK.**

DVR

DVR Playback Controller

Any time you press one of the Playback Control buttons while watching a recorded program, the DVR playback controller is displayed. The box to the left indicates the playback function in use. The bar in the middle gives a visual representation of where you are in the recording. The lighter section indicates how much of the recording has been played.

The DVR Menu

The DVR item on the MenuBar provides access to previously recorded programs, recording events you have set, schedule an event, view your recording history and delete your recording history.

Go To DVR

Press Menu, highlight **DVR** and press OK.

The DVR Menu Quick Reference

Recorded Programs lists programs you have already recorded. Go here to watch, lock or delete these recorded programs.

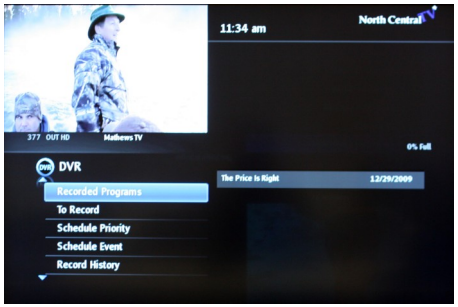
To Record lists all Recording events you have scheduled, and allows you to cancel any future recordings events.

Schedule Priority allows you to edit settings for series recordings.

Schedule Event allows you to create a recording reminder or auto tune an event for individual or recurring programs.

Record History is a log of when recordings start, complete or are cancelled.

Go To DVR Recordings



Highlight **Record Programs** and press **OK**.

A list of your recorded programs will appear to the right.

Recordings are listed from newest at the top to oldest at the bottom. The program name, and the date the recording is made are listed.

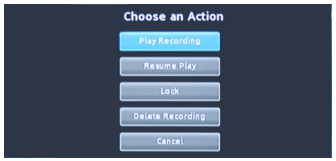
Any program still being recorded is listed with a red dot icon to the right of the recording date.

Watch A DVR-recorded Program

Step 1: Pick a Recording

Highlight the recording you want to watch and press **OK**.

Step 2: Play The Recording



Highlight Play Recording and press **OK.**

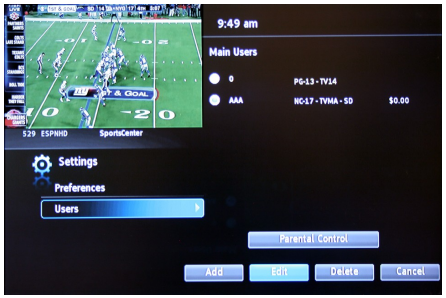
Step 3: Watch the Recording

You will exit the DVR menu and your recording will begin playing. The InfoBar will appear for a few seconds with a blue DVR icon to the right to indicate you are playing a DVR recording.

Highlight the **Enable Caller ID** check box and press **OK** to enable or disable Caller ID alerts to appear on screen for this user account.

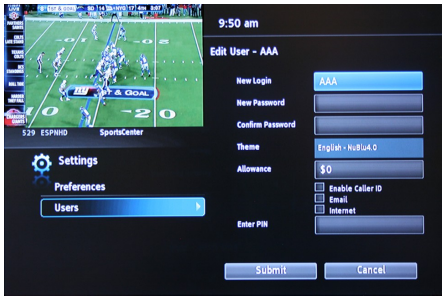
Once you have entered the settings for the new account, highlight **Submit** and press **OK**.

Edit a User Account



To edit a user account, highlight the user account and press **OK**, then highlight the Edit button and press **OK**.

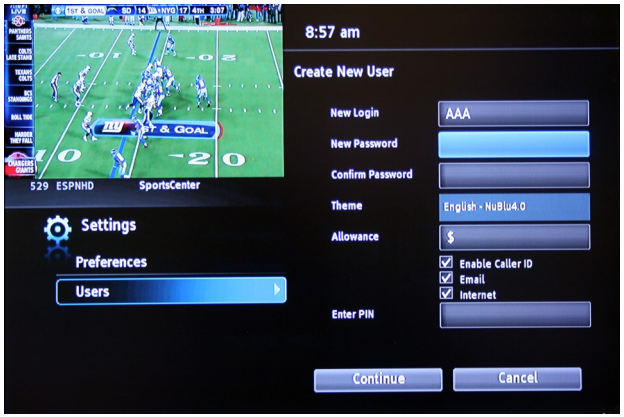
Note: The master account is the first account listed and is shown in yellow rather than white.



Highlight **New Login** to change the name for the account and press **OK**. An on-screen keyboard appears.

Use the **arrow buttons** to highlight a letter or number press **OK** to add it to the login name.

Once you have entered the desired name, highlight **Done** and press **OK** to return to the Create New User screen.



Highlight **New Password** and use the keypad on your remote to re-enter the password.

Highlight **Confirm Password** and use the keypad on your remote to re-enter the password.

To set the Theme for this account, highlight the option box next to **Theme** and press **OK.** Then press the **right or left arrow button** to display **Default** or one of the other available themes, then press **OK.**

Highlight **Allowance $** to enter a limit to the amount of pay per view that can be purchased per month for the new account and press **OK**. An on-screen keyboard appears. Follow the same on-screen keyboard steps to enter the purchase limit.

Highlight **Enter PIN** to enter the PIN used to purchase pay per view for the new account and press **OK**. An on-screen keyboard appears. Follow the same on-screen keyboard steps to enter the PIN.

While watching your recording, you can use any of the DVR control buttons on your remote just as you would if watching a videotape or DVD.

Step 4: Return to Live TV

When the recording ends, you will be returned to live TV.
If you want to return to the DVR Menu before your recording has ended, press the Stop.

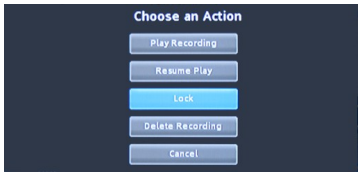
Lock or Unlock a Recording

Locking a recording prevents the system from deleting a program to make space for new recordings.

Note: You can still manually delete a locked recording. Locking only prevents the system from automatically deleting it. When manually deleting a locked program, you will be asked to confirm the deletion.

Step 1: Pick A Recording

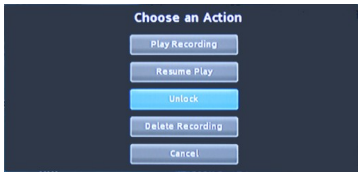
Highlight the recording you want to lock and press OK



Step 2a: Lock the Recording

Highlight Lock and press OK.

Once a program is locked, a appears to the left of the recording date.



Step 2b: Unlock the Recording

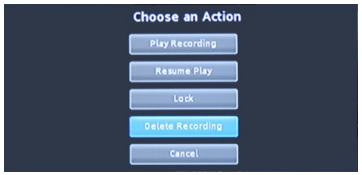
If you select a locked program in Step 1, the lock option will instead be Unlock.
Highlight Unlock and press **OK.**

When the program is unlocked, the padlock icon is removed.

Deleting A Recording

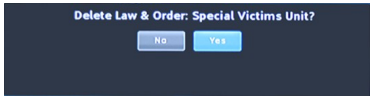
Highlight the recording you want to delete and press **OK**.

Step 1: Pick A Recording



Highlight Delete Recording and press **OK**.

Step 3: Confirm Delete



Highlight **Yes** and press **OK** to confirm, or **No** if you changed your mind.

Step 4: Recording Deleted

Once you confirm the deletion, the entry for that recording is removed from the list.

Note: Once a recording has been deleted there is no way to get it back. Please be careful when deleting recordings.

Review Recording Events

You can easily review and cancel future recording events from **To Record**.

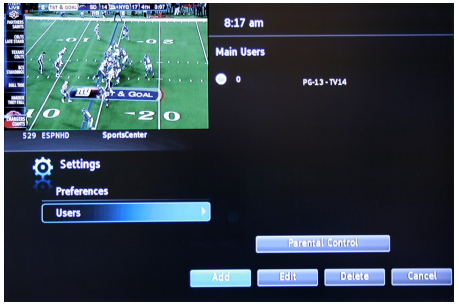
Go To Recording Events

Highlight **To Record** and press **OK**.

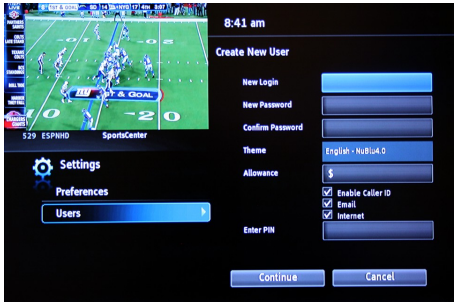
A list of your scheduled future recording events will appear to the right. When Highlighted, each recording event history lists the channel on which the program is shown, the name of the program, and the date and time it airs.

If the recording event is a multi-recording, look for this icon shown to the right of the program date and time.

Add A User Account



To create a new user account, highlight the **Add** button and press **OK.**



Highlight **New Login** to enter the name for the new account and press **OK.** An on-screen keyboard appears.

Use the arrow buttons to highlight a letter or number and press OK to add it to the login name.
Once you have entered the desired name, highlight **Done** and press **OK** to return to the Create New User screen.

Settings

Content Rating

Content Rating determines the type of content that will be blocked: S-Sexual, L-Language, FV– Fantasy Violence, V-Violence, and D-Dialogue.

To block a particular type of content, highlight the check box to the right of that content item and press **OK.**

Save or Discard Parental Control Preferences

Once you have changed any Parental Control Settings, highlight Submit and press **OK.**

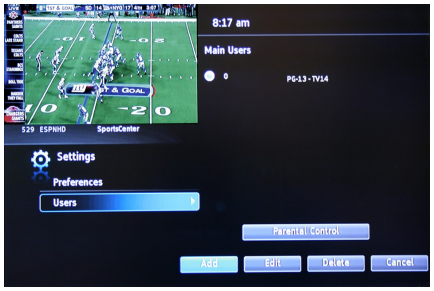
To discard your changes, highlight **Cancel** and press **OK.**

Save Your Preferences Settings

Once you have changed any Preferences settings, use the **direction buttons** to highlight the **Submit** button and press **OK.**

If you want to discard your changes, highlight **Cancel** and press **OK.**

Working With Settings/Users



User accounts allow you to have separate parental controls, purchase limits and themes for different family members.

Users Settings allow you to add a user account, edit an existing user account, change parental controls for a user account, or delete a user account.

Separate user accounts allows different members of your family to have their own parental controls, purchasing limits and themes. However, this does require you to log in with the appropriate account's password before you can watch TV.

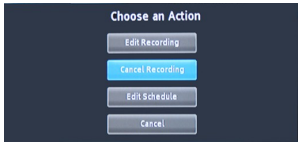
Note: The master account is the first account listed and is shown in yellow rather than white. You cannot delete the master account and cannot change the login name for the master account.

DVR

Cancel A Recording Event

Step 1: Pick A Recording Event

Highlight the recording event you want to cancel and press **OK**.



Step 2: Cancel The Recording Event

Highlight Cancel Recording and press **OK**.

Step 3: Recording Canceled

Once you have deleted the recording event, the entry for that recording event is removed from the list, you will then be prompted to confirm.

Schedule A Recording (or other) Event

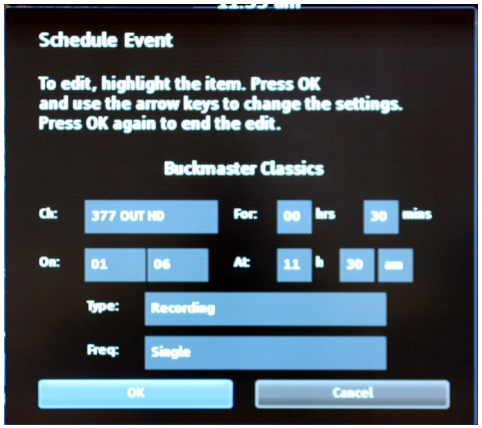
You can schedule a recording, reminder or auto tune event from the DVR menu. When doing so from the DVR menu no information about the event is entered for you.

Go To Schedule Event

Highlight **Schedule Event** and press **OK**.

Schedule A Recording, Reminder or Auto Tune Event

Once you choose schedule event from the DVR menu, the schedule event window appears.



Use the same controls for each setting:
Highlight the setting you want to change and press **OK**.
Use the **left and right arrow buttons** to change the setting. Press **OK** to enter your change.

DVR

Your Recording History

Record History is a log of all events related to your recordings, including recording started, recording completed and deleted recording events.

Go To Record History

Highlight Record History and press OK.

Review Record History

Press up and down on the remote to scroll through your record history.

Whole Home DVR

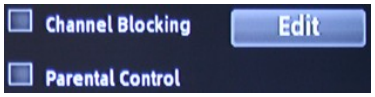
This advanced feature allows you to access the recordings on your primary DVR set top box from any non-DVR set top box within your home.

To see if this feature is available to you, please contact our customer service department at 615-666-2151.

Settings

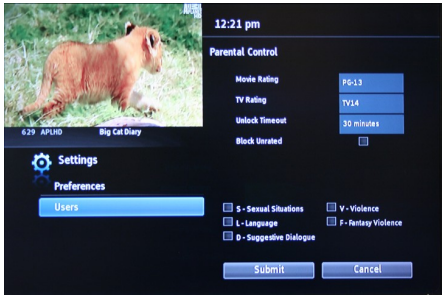
Parental Control Edit

Parental Control Edit allows you to set overall parental controls that affect all users.



To edit parental controls for all users, highlight the **Parental Control Edit** button and press **OK.**

Movie Rating



Movie Rating determines the highest rating from movies that will not be blocked.
To set Movie Rating, highlight the option box next to **Movie Rating** and press **OK.**
Use the **arrow buttons** to display **G, PG-13, R, NC-17 or AO**, then press **OK.**

TV Rating

TV Rating determines the highest rating for television that will not be blocked.

To set TV Rating, highlight the option box next to TV Rating and press **OK.** Use the **arrow buttons** to display **TV-Y, TV-Y7, TV-G, TV-PG, TV-14, or TV-MA,** then press **OK.**

Block Unrated

Block Unrated allows or blocks any program that does not have a rating. To turn Block Unrated on or off, highlight the check box and press **OK.**

Show Blocked Program Info

Show Blocked Program Info allows or blocks any information being listed in the InfoBar or Guide for any program that has been blocked. To turn Show Info For Blocked Programs on or off, highlight the check box and press **OK.**

Settings

Theme

Theme allows you to change the color and style of menus, guide and system screens using pre-set styles.

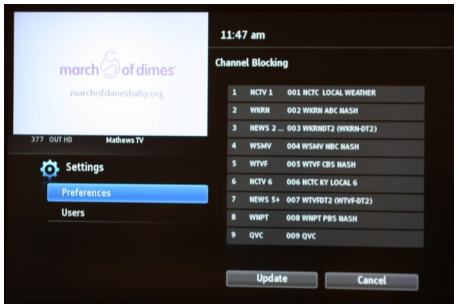
To set Theme, highlight the option box to the right of **Theme** and press **OK**. Then press the **right or left arrow button** to display **Default** or one of the other available themes, then press **OK.**

Note: If you change the theme, your screens will not match those shown in this guide. If you change, there is a delay and the system will reboot.

Channel Blocking Edit

Channel Blocking Edit displays a list of all channels available. You can then block or unlock any channel.

To block channels, highlight the **Channel Blocking Edit** button and press **OK.**



The Channel Blocking list will appear.

To block/unblock a channel, highlight the channel entry and press **OK.**

To go to the next screen of channels, press the **up or down arrow button.**

To save your changes and return to the Preferences screen, highlight **Update** and press **OK.**

My Library

Introducing My Library

My Library stores all your purchased programming, a list of your scheduled reminder and auto-tune events, messages from your service provider, and a log of your Caller ID.
Note: You must subscribe to Caller ID from your telephone company for Caller ID functions.

My Library Menu

Video lists all your rented movies from Video On Demand (VOD)

PPV Events shows all pay-per-view events that have been purchased on your account

Pay Per Block shows a list of any pay-per-block programs that have been purchased on your account.

Sports Packages

Reminders lists all reminder and auto-tune events you have created. From here you can cancel a reminder or auto-tune.

Messages allows you to view any messages from your service provider. Messages may inform you of promotional offers, upcoming pay per view events, service upgrades or billing alerts

Caller ID offers access to a log of all calls you have received through Caller ID. You can review Caller ID entries and delete individual entries.

Go To My Library

Press Menu on your remote control, highlight **My Library** and press **OK**.

Introducing Reminders

Reminders lists all reminder and auto-tune events you have created. From here you can cancel a reminder or auto-tune.

Go To Reminders

Highlight **Reminders** and press **OK**.
A list of your reminders and auto tunes appears to the right.

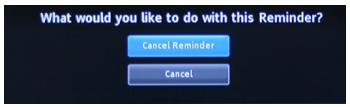
My Library

Cancel A Reminder or Auto Tune

Step 1: Pick The Program

Highlight the reminder or auto tune you want to cancel and press OK.

Step 2: Cancel the Auto Tune or Reminder



Highlight **Cancel Auto Tune** or **Cancel Reminder** depending on the type of even you are cancelling and press **OK**.

Introducing Messages

Messages allows you to view any messages from your service provider. Messages may inform you of promotional offers, upcoming pay per view events, service upgrades or billing alerts. Whenever you receive a new message from your service provider, an alert will appear on your screen informing you of the new message. Press **Info** on your remote to display the message, or press **Exit** to ignore the alert and view the message later.

Go To Messages

Highlight **Messages** and press **OK**.

A list of all available messages appears to the right.

Settings

Require Login

Require Login determines if a user name and password must be entered before being able to use your TV service.

To turn Require Login on or off, highlight the check box and press **OK**.

Enable Caller ID

Enable Caller ID turns on or off screen alerts for incoming Caller ID.
To turn Enable Caller ID on or off, highlight the check box and press **OK**.

Channel Blocking

Channel Blocking enables or disables the list of channels you have blocked. Programs on blocked channels cannot be watched regardless of the rating of the program(s) being shown.
To turn Channel Blocking on or off, highlight the check box and press **OK**.
To edit the list of channels that are blocked, highlight the **Edit** button and press **OK.**
Note: For details on editing channels to be blocked, see "Channel Blocking Edit." on page 43.

Parental Control

Parental Control turns all parental control settings on or off for all users.
To turn Parental Control on or off, highlight the check box and press **OK**.

Caller ID Timeout

Caller ID Timeout determines how long a Caller ID notification will remain on your screen.
To set Caller ID Timeout, highlight the option box beside **Caller ID Timeout** and press **OK.** Then press the **right or left arrow button** to display **5, 10, 15, 20, 25, 30, 35, 40 or 45 seconds**, then press **OK.** Whenever you receive a phone call, the Caller ID message will stay on your screen for the number of seconds you selected.

Settings

Introducing Settings

Settings gives you control over your video service. You can choose to share rentals, change how alerts appear on your screen, create parental controls, and block channels, and change the appearance of your screens using Themes. You can also create user accounts for members of your family.

Go To Settings

Press **Menu** and highlight **Settings.** Then you will be prompted to enter your password, and press **OK**.

Preferences– settings that affect your overall service. This includes if rentals are shared between users, if users must log in, how on-screen alerts are handled, parental controls and blocked channels that apply to everyone, and what Theme is used.

Working With Preferences

Note: Shared Rentals and Require Login is only needed if you intend to use User Accounts (i.e. an account for children). Once set up, you must select the appropriate account and enter its password before you can watch TV.

Share Rentals

Share Rentals creates a default setting for any pay per view or video on demand rental. They will automatically be available for any user account to watch (enable), or only for the user who makes the purchase (disabled).

To turn Share Rentals on or off, highlight the check box and press **OK**.

My Library

Read A Message

Step 1: Pick The Message

Highlight the message listing you want to read. The full message will be displayed in the Info Area in the upper right-hand corner of your screen.

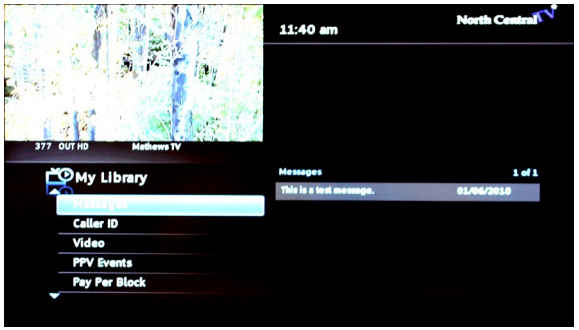
Introducing Caller ID

Caller ID offers access to a log of calls you have received through Caller ID. You can review Caller ID entries and delete individual entries.

Note: You must subscribe to Caller ID from your phone company to access this feature. Additionally, only certain set top boxes support on-screen Caller ID. Please contact your service provider for more information.

Whenever you receive a call, an alert will appear in the upper left corner of your screen listing the caller information. This alert will be removed after a few seconds.

Go To Caller ID



Highlight **Caller ID** and press **OK**. A list of your received calls appears to the right.

Delete A Caller ID Entry

Step 1: Pick The Entry

Highlight the Caller ID listing you want to cancel and press **OK**.

Step 2: Delete Caller ID Log Entry

Highlight **Delete** and press **OK** to remove the entry, or **Cancel** if you want to keep it.

Parental Controls

Introducing Parental Controls

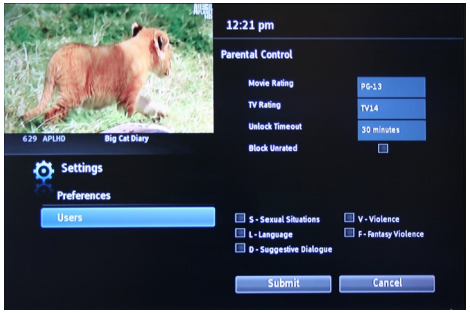
Parental Controls lets you turn on and off all parental controls for your service. This allows you to let the kids watch TV without you constantly worrying that they may see something you feel is inappropriate, but still allow the adults to watch their programs without repeatedly entering a password.

Note: Parental Controls will not appear until you have created parental control settings. See the Settings Section to learn how to edit parental controls

Go To Parental Controls

Press **Menu** and highlight **Parental Controls**.

Check Parental Controls

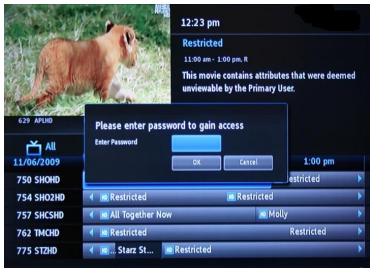


The Menu lets you know if parental controls are on or off.

If parental controls are in effect, the Parental Controls button will say On.

If parental controls have been turned off, the Parental Controls button will say Off.

Disable Parental Controls



Press OK. Use the Number Pad to enter your parental controls password. Then highlight OK and press OK.

When you disable parental controls, they will remain that way until you turn them back on, or the Parental Controls timeout is reached. The timeout is the maximum period of time for which Parental Controls will be disabled.

At the end of the time period, the system will automatically restore Parental Controls. You will see an alert on the screen just before parental controls are restored.

Enable Parental Controls

Press Menu and highlight Parental Controls, then press OK. Parental Controls are now in effect.

For more information on creating parental controls and parental control settings, see Settings on page 38.